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September 28, 1993

FOR IMMEDIATE RELEASE:

EASTERN OFFERS OCTOBER BUSINESS WORKSHOPS

CHARLESTON, IL--Eastern Illinois University's Business Development Center will offer seven on-campus workshops in October that are open to the public.

"Writing for Results," from 6:30 to 9:30 p.m. Oct. 4 and 6, is designed for supervisors, managers and professionals who want to improve their skills by making a positive written impression.

Karen Nantz, EIU associate professor of business education and administrative information systems and experienced communications consultant to business and industry, will tell participants how to avoid errors in business writing and offer tips on writing clearer, more powerful memos, letters, instructions and reports.

"Fundamentals of Supervision," from 6:30 to 9:30 p.m. Oct. 12 and 14, will teach participants how to more effectively manage and motivate their employees.

Scott Lensink, who owns and manages his own business, will demonstrate principles of supervision with group and individual exercises and realistic examples of day-to-day challenges supervisors face.

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"What You Should Know About ISO9000: Planning, Implementing and Certifying the Quality Management System" will be held from 9 a.m. to 4 p.m. Oct. 15.

Frank Bensley, who provides seminars and on-site consulting to businesses throughout the Midwest as they pursue ISO9000 certification, will teach participants how to avoid the typical pitfalls that occur in implementing a quality management system.

"DOS and Hard Drive Management Simplified," from 6:30 to 9:30 p.m. Oct. 19, will give participants a better understanding of the power available in IBM-DOS and MS-DOS versions 5.0 and 6.0.

Norm Garrett, associate professor of business education and administrative information systems at Eastern, will cover memory management techniques and other advanced commands and features available with these versions of disk operating systems.

"Effective Team Building," from 6:30 to 9:30 p.m. Oct. 21, focuses on achieving goals, increasing productivity through effective teamwork, reducing direct and indirect costs, enhancing the quality of products and services, increasing customer satisfaction and motivating employees. Alan Siepker, an experienced human resource manager, is the instructor.

Garrett will also teach "Learning to Use Lotus 1-2-3: An Introduction," from 6:30 to 9:30 p.m. Oct. 25 and 27, focusing on using Lotus for accounting activities, budgeting, expense track-

ing and what-if analysis. He will show participants how to create worksheets and enter labels, values, and formulas.

Registration fees are \$65 for three-hour workshops and \$90 for six-hour workshops; and \$165 for the ISO9000 specialty workshop.

To register, contact Joy in Eastern's Business Development Center at 581-2913.